



Billing Code: 9111-52-P

DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[Docket ID: FEMA-2018-0022; OMB No. 1660-0059]

Agency Information Collection Activities: Proposed Collection; Comment Request;

National Flood Insurance Program Call Center and Agent Referral Enrollment Form

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice and request for comments.

SUMMARY: The Federal Emergency Management Agency, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on an extension, without change, of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning National Flood Insurance Program Call Center and Agent Referral Enrollment Form.

DATES: Comments must be submitted on or before [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER].

ADDRESSES: To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

(1) *Online*. Submit comments at [www.regulations.gov](http://www.regulations.gov) under Docket ID FEMA-2018-0022. Follow the instructions for submitting comments.

(2) *Mail*. Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street, SW, 8NE, Washington, DC 20472-3100.

All submissions received must include the agency name and Docket ID.

Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at

*http://www.regulations.gov*, and will include any personal information you provide.

Therefore, submitting this information makes it public. You may wish to read the Privacy Act notice that is available via the link in the footer of *www.regulations.gov*.

FOR FURTHER INFORMATION CONTACT: Susan Bernstein, FloodSmart Program Manager, FEMA, Federal Insurance and Mitigation Administration at (202) 701-3595.

You may contact the Information Management Division for copies of the proposed collection of information at email address: *FEMA-Information-Collections-Management@fema.dhs.gov*.

SUPPLEMENTARY INFORMATION: Under Flood Disaster Protection Act of 1973, Section 2(a)(6), 42 U.S.C. 4002(a)(6), Congress finds it is in the public interest for persons already living in flood prone areas to have an opportunity to purchase flood insurance and access to more adequate limits of coverage to be indemnified for their losses in the event of future flood disasters. To this end, FEMA established and carries out a National Flood Insurance Program (NFIP), which enables interested persons to purchase insurance against loss resulting from physical damage to or loss of real or personal property arising from any flood occurring in the United States. 42 U.S.C. 4011. In carrying out the NFIP, FEMA operates a call center in conjunction with the FloodSmart Web Site (*www.FloodSmart.gov*). Together these methods of marketing and outreach provide the mechanism for current and potential policyholders to learn more about floods and flood insurance, contact an agent, or assess their risk. The information

collected from callers/visitors is used to fulfill requests for published materials, e-mail alerts, policy rates, and agent contact information.

Additionally, FEMA and the NFIP offer *Agents.FloodSmart.gov* as a resource for agents. Upon Web Site registration, agents can enroll in the Agent Referral Program to receive free leads through the consumer site or the call center as outlined above. This information collection seeks approval to continue collecting name, address and telephone number information from: (1) business and residential property owners and renters who voluntarily call to request flood insurance information and possibly an insurance agent referral and, (2) insurance agents interested in enrolling in the agent referral service.

*Collection of Information*

*Title:* National Flood Insurance Program Call Center and Agent Referral Enrollment Form.

*Type of Information Collection:* Extension, without change, of a currently approved information collection.

*OMB Number:* 1660-0059.

*FEMA Forms:* FEMA Form 517-0-1, National Flood Insurance Program Agent Site Registration; FEMA Form 512-0-1, National Flood Insurance Program Agent Referral Questionnaire.

*Abstract:* Consumer names, addresses, and telephone numbers collected through the Call Center or FloodSmart Web Site will be used exclusively for providing information on flood insurance and/or facilitate the purchase of a flood insurance policy through referrals or direct transfers to insurance agents in the agent referral service. Agent names, addresses, telephone numbers, and business information is retained for

dissemination to interested consumers who would like to talk to an agent about purchasing a flood insurance policy as part of the agent referral program.

*Affected Public:* Individuals or households; businesses or other for-profit.

*Estimated Number of Respondents:* 59,194.

*Estimated Number of Responses:* 59,194.

*Estimated Total Annual Burden Hours:* 2,819 hours.

*Estimated Total Annual Respondent Cost:* The estimated annual cost to respondents for the hour burden is \$103,335.52.

*Estimated Respondents' Operation and Maintenance Costs:* There are no annual costs to respondents' operations and maintenance costs for technical services.

*Estimated Respondents' Capital and Start-Up Costs:* There are no annual start-up or capital costs.

*Estimated Total Annual Cost to the Federal Government:* The cost to the Federal Government is \$406,941.

#### *Comments*

Comments may be submitted as indicated in the ADDRESSES caption above. Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical,

or other technological collection techniques or other forms of information technology,  
e.g., permitting electronic submission of responses.

June 11, 2018

**Rachel Frier,**

*Records Management Branch Chief,*

*Office of the Chief Administrative Officer,*

*Mission Support,*

*Federal Emergency Management Agency,*

*Department of Homeland Security.*

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